

2000

# Consumer Satisfaction

for

## Kansas City Regional Center

Community-based Services

Division of Mental Retardation and Developmental Disabilities  
Regional Center



Christine Rinck, Ph.D., Project Director, Consumer Satisfaction  
UMKC Institute for Human Development, a UAP  
Kansas City, Missouri

Gary Harbison, MA, DMH Outcomes Coordinator,  
Office of Quality Management

Christine Squibb, Director, Office of Consumer Affairs



*Thanks to the many people who completed the survey and to the staff of participating agencies. Thanks to the members of the Consumer Satisfaction Work Group, the Outcomes Work Group and the Performance Measurement Group.*

August 2000

# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2000

Division of Mental Retardation and  
Developmental Disabilities

**Agency:** Kansas City Regional Center

### Demographics: Consumers

		Total Served		Agency Survey Returns				
		State	Agency	Total Agency	Case Management Consumers	Congregate Residential Consumers	In-Home Consumers	Supported Residential Consumers
<b>SEX</b>	Male	59.1%	58.1%	53.6%	46.2%	75.0%	35.7%	87.5%
	Female	40.9%	41.9%	46.4%	53.8%	25.0%	64.3%	12.5%
<b>RACE</b>	White	77.4%	73.3%	77.4%	76.0%	71.4%	71.4%	100.0%
	Black	17.3%	19.6%	20.8%	20.0%	28.6%	28.6%	0%
	Hispanic	0.3%	0.4%	0%	0%	0%	0%	0%
	Native American	0.1%	0.1%	0%	0%	0%	0%	0%
	Pacific Islander	0.2%	0.2%	0%	0%	0%	0%	0%
	Other	4.7%	6.3%	1.9%	4.0%	0%	0%	0%
<b>MEAN AGE</b>				46.12	51.48	44.13	40.00	40.75
	0-17	42.2%	38.5%	0%	0%	0%	0%	0%
	18-49	45.9%	49.7%	68.4%	44.4%	75.0%	92.9%	100.0%
	50+	11.9%	11.8%	31.6%	55.6%	25.0%	7.1%	0%

# Demographics: Family Members

		Agency Survey Returns					
		Total Family Members	Case Management Family Members	Congregate Residential Family Members	In-Home Family Members	Supported Residential Family Members	Family Directed Support
<b>SEX</b>	Male	49.3%	35.7%	62.5%	75.0%	33.3%	48.4%
	Female	50.7%	64.3%	37.5%	25.0%	66.7%	51.6%
<b>RACE</b>	White	80.6%	84.6%	87.5%	83.3%	66.7%	79.4%
	Black	17.9%	15.4%	12.5%	16.7%	33.3%	17.6%
	Hispanic	0%	0%	0%	0%	0%	0%
	Native American	0%	0%	0%	0%	0%	0%
	Pacific Islander	0%	0%	0%	0%	0%	0%
	Other	1.5%	0%	0%	0%	0%	2.9%
<b>MEAN AGE</b>		32.06	45.86	46.63	35.25	42.83	20.29
	0-17	22.9%	0%	0%	25.0%	0%	41.2%
	18-49	64.3%	71.4%	62.5%	62.5%	100.0%	55.9%
	50+	12.9%	28.6%	37.5%	12.5%	0%	2.9%

## Sample Size

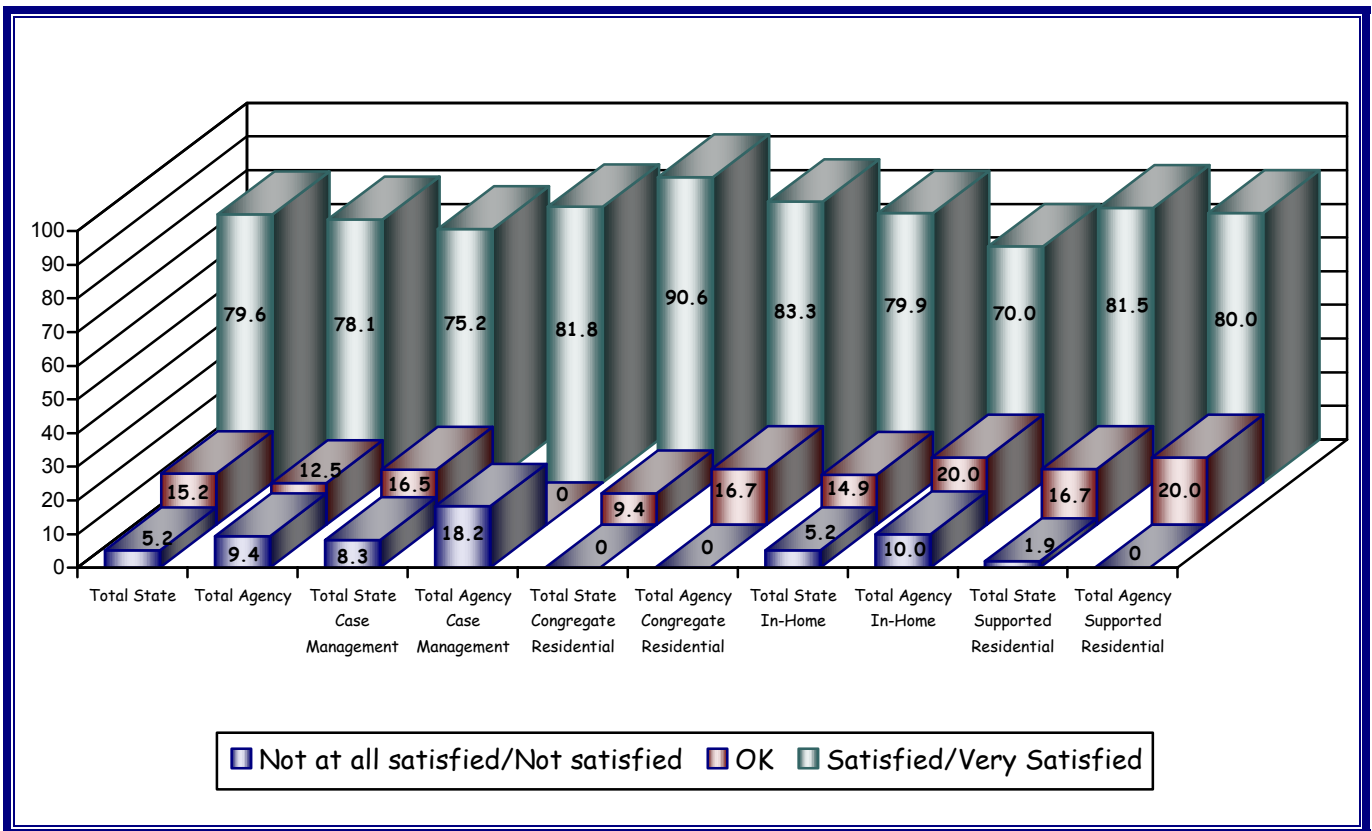
	<sup>c</sup> Number in Selected Sample	Number of Refusals	Number Unable to Comprehend	Number Unable to be Contacted	Number Interviewed	Percent of Interviewed	<sup>b</sup> Percent Contacted
<b>CONSUMERS:</b>							
Total State	989	36 <sup>a</sup>	104 <sup>a</sup>	228 <sup>a</sup>	502	50.8%	61.3%
Total Agency	166	0	4	0	65	39.2%	41.6%
Case Management	77	0	0	0	30	39.0%	39.0%
Congregate Residential	31	0	3	0	9	29.0%	38.7%
In-Home	37	0	0	0	16	43.2%	43.2%
Supported Residential	21	0	1	0	10	47.6%	52.4%
<b>FAMILY MEMBERS:</b>							
Case Management	77	-	-	-	16	20.8%	-
Congregate Residential	31	-	-	-	8	25.8%	-
In-Home	37	-	-	-	8	21.6%	-
Supported Residential	21	-	-	-	6	28.6%	-
Family Directed Support	134	-	-	-	36	26.9%	-
<sup>a</sup> These numbers do not include one regional center.							
<sup>b</sup> This represents percentage unable to comprehend and number interviewed.							
<sup>c</sup> This sample represents a 3% random sample from each regional center for each type of program.							

## Services for the Deaf or Hard of Hearing

The following represents the percentage of affirmative responses for each item. Item 1(a) "Do you use sign language?" reflects the percent of only those who are deaf or hard of hearing who use sign language. Item 1(b) "Did this agency have signing staff?" reflects the percentage of agencies that deaf or hard of hearing consumers identified as having signing staff available for those who use sign language.

	Overall Totals		Total Case Management		Total Congregate Residential		Total In-Home		Total Supported Residential	
	State	Agency	State	Agency	State	Agency	State	Agency	State	Agency
1. Are you deaf or hard of hearing?	8.0%	14.3%	9.1%	20.8%	5.7%	0%	6.3%	0%	12.7%	25.0%
1(a). If yes, do you use sign language?	30.8%	0%	20.0%	0%	33.3%	0%	33.3%	0%	42.9%	0%
1(b). If yes, did this agency have signing staff?	57.1%	25.0%	62.5%	33.3%	100.0%	0%	0%	0%	66.7%	0%
2. Did this agency use interpreters?	17.5%	10.0%	20.7%	14.3%	25.0%	0%	5.0%	0%	30.0%	0%

# Overall Satisfaction with Services: Consumers

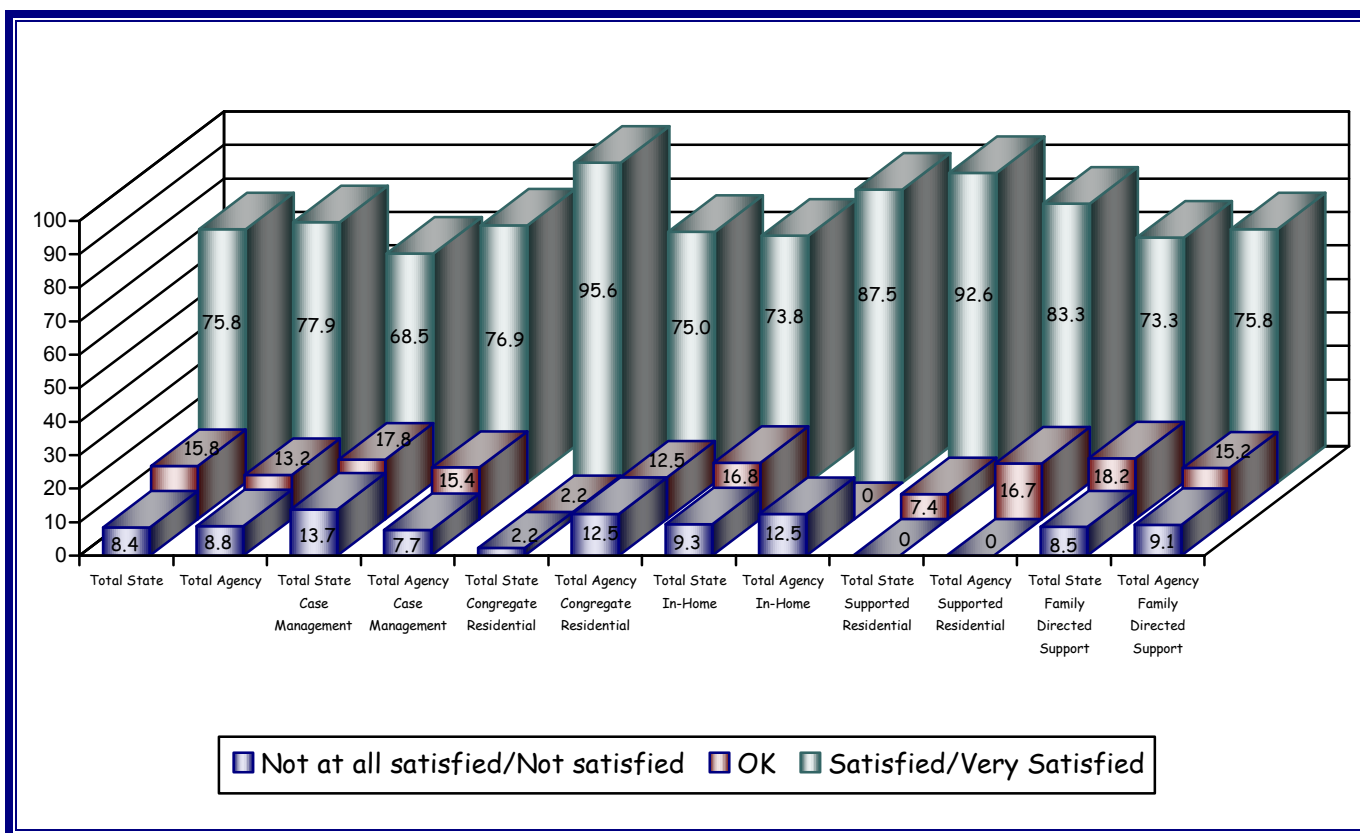


*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

## Some of the key findings were:

- Overall, 79.6% of the individuals served by the statewide Division of Mental Retardation and Developmental Disabilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this regional center who rated it as "satisfied" or "very satisfied" with services was slightly lower than the state average (78.1% for this agency versus 79.6% for the state).
- The Congregate Residential group rated the program higher than other groups (83.3% with at least a "satisfied" rating). The Case Management group also rated the services highly (81.8% with at least a "satisfied" rating).
- The lowest satisfaction was in the In-Home program, where only 70.0% of those served gave a "satisfied" or "very satisfied" rating.

# Overall Satisfaction with Services: Family Members

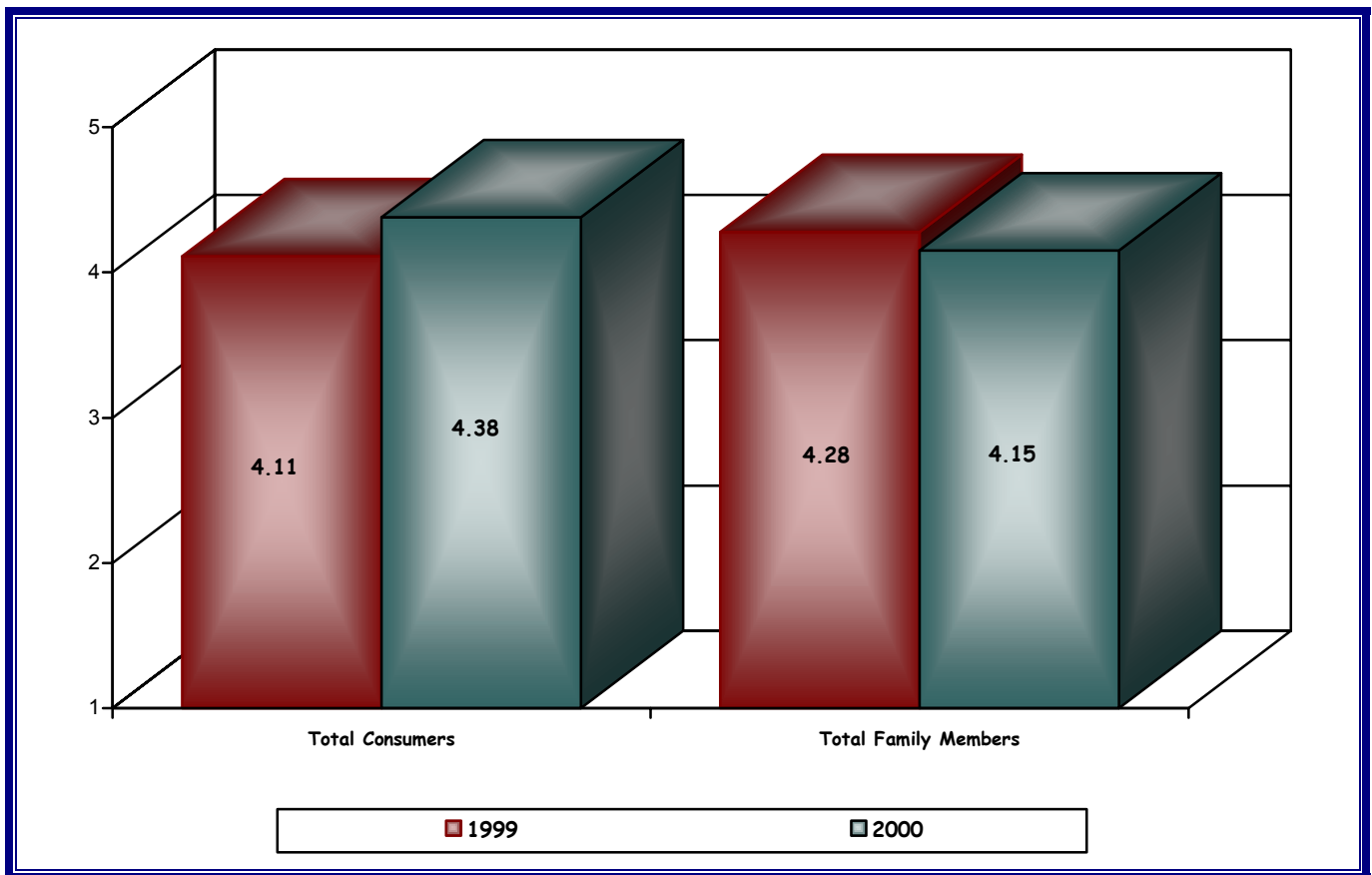


*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

## Some of the key findings were:

- Overall, 75.8% of the family members who were served by the statewide Division of Mental Retardation and Developmental Disabilities were "satisfied" or "very satisfied" with their services.
- The percent of family members served by this regional center who rated it as "satisfied" or "very satisfied" with services was slightly higher than the state average (77.9% for this agency versus 75.8% for the state).
- The In-Home group rated the program higher than other groups (87.5% with at least a "satisfied" rating). The Supported Residential group also rated the services highly (83.3% with at least a "satisfied" rating).
- The lowest satisfaction was in the Congregate Residential program, where 75.0% of those served gave a "satisfied" or "very satisfied" rating.

## Service Means Comparison of 1999 & 2000



### Comparison of 1999 & 2000 Mean Ratings

Some of the key findings were:

- The mean satisfaction with services rating for the consumers was 4.11 in 1999 and 4.38 in 2000.
- The mean satisfaction with services rating for family members was 4.28 in 1999 and 4.15 in 2000.
- The mean satisfaction with services rating has increased for consumers and decreased for family members this year.

# Satisfaction with Services: Consumers

How satisfied are you . . .	Total Consumers		Case Management		Congregate Residential		In-Home		Supported Residential	
	State	Agency	State	Agency	State	Agency	State	Agency	State	Agency
1. with the people who are paid to support you?	4.43 (323)	4.24 (42)	4.23 (91)	4.29 (17)	4.49 (43)	4.14 (7)	4.52 (130)	4.00 (10)	4.51 (59)	4.50 (8)
2. with how much your support staff know about how to get things done?	4.38 (294)	4.13 (32)	4.36 (87)	4.60 (10)	4.32 (38)	4.00 (6)	4.34 (115)	3.44 (9)	4.56 (54)	4.43 (7)
3. with how staff and/or case manager keeps things about you and your life confidential?	4.52 (309)	4.44 (32)	4.39 (95)	4.09 (11)	4.56 (36)	4.67 (6)	4.58 (125)	4.56 (9)	4.58 (53)	4.67 (6)
4. that your plan has what you want in it?	4.44 (275)	4.25 (32)	4.32 (82)	4.40 (10)	4.58 (33)	4.33 (6)	4.49 (109)	4.00 (10)	4.45 (51)	4.33 (6)
5. with how the case manager and support people are doing what your plans says they should do?	4.38 (296)	4.12 (34)	4.29 (90)	4.00 (10)	4.41 (34)	4.67 (6)	4.37 (120)	3.67 (12)	4.54 (52)	4.67 (6)
6. that the staff respect who you are? (your family background and values; racial background; your religion)	4.63 (322)	4.48 (31)	4.52 (104)	4.33 (12)	4.68 (37)	5.00 (5)	4.73 (125)	4.25 (8)	4.57 (56)	4.67 (6)
7. with the supports and services that you receive from the Regional Center?	4.49 (329)	4.38 (32)	4.34 (109)	4.27 (11)	4.81 (32)	4.67 (6)	4.49 (134)	4.20 (10)	4.59 (54)	4.60 (5)
8. that the services you receive are provided in a timely manner?	4.14 (308)	4.00 (32)	4.11 (99)	4.09 (11)	4.00 (32)	4.20 (5)	4.23 (122)	3.40 (10)	4.09 (55)	4.67 (6)
9. with your case manager?	4.55 (370)	4.43 (42)	4.46 (119)	4.50 (16)	4.68 (44)	5.00 (8)	4.58 (148)	3.73 (11)	4.53 (59)	4.71 (7)
<p>The first number represents a mean rating.  Scale: (items #1-9): 1=Sad/Not Happy . . . 3=Just OK . . . 5=Happy.  [Two additional responses were possible: "Do not understand" and "Does not apply to me".  The number in parentheses represents the number responding to this item.</p>										

## Some of the key findings were:

- The participants in the statewide Division of Mental Retardation and Developmental Disabilities Regional Center Programs were satisfied with the services they received. All service ratings were above the mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this regional center ranged from 4.00 to 4.48. The highest rated item was that the staff respects who the consumer is (family background and values; racial background; religion) and the lowest rated item was that the services received are provided in a timely manner.
- The Congregate Residential participants were the most satisfied with services (mean rating of 4.67).



# Satisfaction with Services: Family Members

How satisfied are you . . .	Total Family Members		Case Management		Congregate Residential		In-Home		Supported Residential		Family Directed Support	
	State	Agency	State	Agency	State	Agency	State	Agency	State	Agency	State	Agency
1. with the people who are paid to support your family member?	4.20 (464)	4.30 (67)	3.94 (62)	4.38 (13)	4.49 (45)	4.50 (8)	4.04 (101)	3.88 (8)	4.46 (26)	4.33 (6)	4.26 (230)	4.31 (32)
2. with how much your family member's support staff know about how to get things done?	4.03 (479)	4.01 (67)	3.81 (68)	4.00 (13)	4.33 (45)	4.00 (7)	3.98 (99)	4.13 (8)	4.28 (25)	4.00 (6)	4.02 (242)	4.00 (33)
3. with how staff and/or case manager keeps things about your family member and his/her life confidential?	4.33 (475)	4.26 (68)	4.19 (67)	4.23 (13)	4.51 (45)	4.13 (8)	4.10 (99)	4.25 (8)	4.40 (25)	3.67 (6)	4.43 (239)	4.42 (33)
4. that your family member's plan has what he/she wants in it?	4.13 (468)	4.18 (65)	4.16 (62)	4.23 (13)	4.23 (44)	3.86 (7)	3.99 (99)	4.13 (8)	4.44 (25)	4.00 (6)	4.13 (238)	4.29 (31)
5. with how the case manager and support people are doing what your family member's plan says they should do?	4.06 (479)	4.06 (69)	3.94 (67)	4.07 (14)	4.30 (44)	4.25 (8)	3.91 (98)	4.13 (8)	4.28 (25)	3.83 (6)	4.09 (245)	4.03 (33)
6. that the staff who provide services to your family member respect his/her ethnic and cultural background?	4.41 (421)	4.40 (63)	4.27 (63)	4.50 (12)	4.56 (41)	4.63 (8)	4.21 (82)	3.83 (6)	4.54 (24)	4.33 (6)	4.48 (211)	4.42 (31)
7. with the supports and services that your family member receives from this Regional Center?	4.07 (499)	4.15 (68)	3.77 (73)	4.08 (13)	4.38 (45)	4.13 (8)	3.93 (107)	4.00 (8)	4.56 (27)	4.33 (6)	4.12 (247)	4.18 (33)
8. that services to your family member are provided in a timely manner?	3.95 (499)	4.03 (67)	3.73 (71)	4.08 (12)	4.48 (46)	4.50 (8)	3.90 (109)	3.88 (8)	4.41 (27)	4.00 (6)	3.89 (246)	3.94 (33)
9. with your family member's case manager?	4.25 (494)	4.45 (66)	3.99 (70)	4.54 (13)	4.60 (43)	4.71 (7)	4.08 (109)	4.25 (8)	4.63 (27)	4.33 (6)	4.29 (245)	4.44 (32)
<p>The first number represents a mean rating.  Scale: (items #1-9): 1=Not at all satisfied . . . 5=Very satisfied.  [One additional response was possible: "Does not apply to me"].  The number in parentheses represents the number responding to this item.</p>												

## Some of the key findings were:

- The family members of participants in the statewide Division of Mental Retardation and Developmental Disabilities Regional Center Programs were satisfied with the services they received. Only one service rating fell below the mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this regional center ranged from 4.01 to 4.45. The highest rated item was with their family member's case manager and the lowest rated item was with how much their family member's support staff know about how to get things done.
- The Supported Residential family members were the most satisfied with services (mean rating of 4.33).

# Satisfaction with Quality of Life: Consumers

How satisfied are you . . .	Total Consumers		Case Management		Congregate Residential		In-Home		Supported Residential	
	State	Agency	State	Agency	State	Agency	State	Agency	State	Agency
10. with how you spend your day?	4.20 (377)	4.28 (47)	4.10 (124)	4.37 (19)	4.35 (43)	4.71 (7)	4.28 (151)	3.92 (13)	4.12 (59)	4.25 (8)
11. with where you live?	4.35 (384)	4.29 (51)	4.34 (125)	4.45 (22)	4.43 (46)	4.25 (8)	4.31 (153)	3.77 (13)	4.40 (60)	4.75 (8)
12. with the number of choices you get to make in your life?	4.08 (325)	3.92 (39)	4.04 (106)	3.57 (14)	4.06 (36)	4.60 (5)	4.11 (130)	3.77 (13)	4.09 (53)	4.43 (7)
13. with the opportunities or chances you have had to make friends?	4.30 (358)	3.78 (41)	4.20 (115)	3.50 (16)	4.32 (38)	4.20 (5)	4.35 (148)	3.62 (13)	4.33 (57)	4.43 (7)
14. with the health care you receive?	4.40 (351)	4.51 (41)	4.39 (115)	4.88 (17)	4.37 (38)	4.00 (6)	4.34 (140)	3.91 (11)	4.59 (58)	5.00 (7)
15. with what you do during your free time?	4.28 (355)	3.88 (41)	4.21 (113)	3.86 (14)	4.60 (40)	4.14 (7)	4.27 (143)	3.33 (12)	4.22 (59)	4.50 (8)
16. with the opportunities that you have had during the last year to do something that you are proud of?	4.28 (286)	3.87 (30)	4.17 (93)	3.44 (9)	4.50 (28)	4.20 (5)	4.26 (125)	3.55 (11)	4.40 (40)	5.00 (5)
How safe do you feel . . .										
17. in your home?	4.46 (367)	4.21 (43)	4.47 (121)	4.33 (18)	4.26 (38)	3.40 (5)	4.47 (150)	3.92 (13)	4.55 (58)	5.00 (7)
18. in your neighborhood?	4.34 (361)	3.92 (37)	4.27 (118)	4.00 (14)	4.26 (38)	5.00 (4)	4.32 (148)	3.31 (13)	4.54 (57)	4.33 (6)
<p>The first number represents a mean rating.</p> <p>Scale: (items #10-16): 1=Sad/Not Happy . . . 3=Just OK . . . 5=Happy.</p> <p>Scale: (items #17-18): 1=Very safe . . . 3=Just OK . . . 5=Very safe.</p> <p>[Two additional responses were possible: "Do not understand" and "Does not apply to me"].</p> <p>The number in parentheses represents the number responding to this item.</p>										

## Some of the key findings were:

- The participants in the statewide Division of Mental Retardation and Developmental Disabilities Regional Center Programs were satisfied with their quality of life. All service ratings were above the mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this regional center ranged from 3.78 to 4.51. The highest rated item was with the health care received and the lowest rated item was with the opportunities or chances they have had to make friends.

# Satisfaction with Quality of Life: Family Members

How satisfied are you . . .	Total Family Members		Case Management		Congregate Residential		In-Home		Supported Residential		Family Directed Support	
	State	Agency	State	Agency	State	Agency	State	Agency	State	Agency	State	Agency
10. with how your family member spends his/her day?	3.89 (504)	4.14 (69)	3.97 (75)	4.27 (15)	4.07 (46)	4.25 (8)	3.93 (111)	4.13 (8)	4.15 (26)	4.17 (6)	3.78 (246)	4.06 (32)
11. with where your family member lives?	4.43 (495)	4.48 (66)	4.27 (73)	4.36 (14)	4.51 (45)	4.14 (7)	4.28 (109)	4.38 (8)	4.50 (26)	4.17 (6)	4.51 (242)	4.71 (31)
12. with the number of choices your family member has in his/her life?	3.75 (481)	3.91 (67)	3.89 (72)	4.29 (14)	4.02 (41)	3.86 (7)	3.80 (107)	4.00 (8)	4.12 (25)	3.60 (5)	3.60 (236)	3.79 (33)
13. with the opportunities/chances your family member has to make friends?	3.65 (483)	3.82 (66)	3.81 (74)	4.20 (15)	4.20 (40)	3.86 (7)	3.84 (108)	3.88 (8)	4.28 (25)	4.00 (5)	3.34 (236)	3.58 (31)
14. with your family member's health care?	4.08 (491)	4.09 (67)	4.16 (73)	4.47 (15)	4.38 (45)	4.29 (7)	4.03 (102)	4.00 (7)	4.19 (26)	4.00 (6)	4.02 (245)	3.91 (32)
15. with what your family member does during his/her free time?	3.64 (487)	3.93 (68)	3.78 (74)	4.27 (15)	4.00 (42)	4.00 (7)	3.65 (107)	3.75 (8)	4.08 (26)	3.83 (6)	3.47 (238)	3.81 (32)
16. with the opportunities your family member has had during the last year to do something that he/she is proud of?	3.83 (460)	3.98 (62)	3.91 (70)	4.38 (13)	4.03 (39)	4.50 (6)	3.78 (104)	3.75 (8)	4.29 (24)	3.80 (5)	3.75 (223)	3.80 (30)
How safe do you feel...												
17. your family member is in his/her home?	4.54 (506)	4.62 (68)	4.51 (76)	4.64 (14)	4.60 (45)	4.57 (7)	4.42 (109)	4.25 (8)	4.46 (26)	4.00 (6)	4.59 (250)	4.82 (33)
18. your family member is in his/her neighborhood?	4.30 (490)	4.27 (67)	4.42 (71)	4.54 (13)	4.44 (43)	4.14 (7)	4.27 (104)	4.13 (8)	4.48 (27)	4.00 (6)	4.23 (245)	4.27 (33)
The first number represents a mean rating. Scale: (items #10-16): 1=Not at all satisfied . . . 5=Very satisfied. Scale: (items #17-18): 1=Not at all safe . . .5=Very safe. [One additional response was possible: "Does not apply to me"]. The number in parentheses represents the number responding to this item.												

## Some of the key findings were:

- The family members of the participants in the statewide Division of Mental Retardation and Developmental Disabilities Regional Center Programs were less satisfied with their family member's quality of life. Over half of the ratings fell below the mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this regional center ranged from 3.82 to 4.62. The highest rated item was with safety in the home and the lowest rated item was with the opportunities/chances their family member has to make friends.

## Previous Feedback

The last page of the survey offered people the opportunity to address any issues by writing in comments. These hand-written comments were copied and faxed back to your agency as they were received. The primary purposes for this action was to allow for immediate feedback from the people you serve, to give you the opportunity to make any necessary improvements, and to pass along compliments to your staff.

## Sampling Methodology

Consumer Satisfaction Forms were given to people served by ADA and CPS during April 2000. For MRDD, data was collected through interviews.

People who received services from more than one program or agency received more than one survey. Therefore, some people completed more than one survey.

While this method may not have achieved a sufficient sample size to represent the opinions of all people who receive services from each provider, the survey has provided people with an opportunity to express their opinions and concerns. Giving the majority of people who receive DMH services a quick and simple way to express opinions and concerns about service quality is a major aim of this process.

## Use of Data and Quality Improvement

The methods of data collection, the survey content and the survey results should all be considered in terms of quality improvement. The Missouri Department of Mental Health Satisfaction Survey has been designed as a quality improvement process, not as traditional mental health research.

There are two primary uses of this data. First, this data gives the Department of Mental Health an expression of the level of satisfaction of the people served by the Missouri DMH system as a whole.

Second, this data is designed to support quality improvement processes at the provider level. Each provider will have a basis upon which to compare the level of satisfaction of the people who receive services at their agency with other providers of their type and the state as a whole. This comparison makes it possible for each provider to improve the quality of the services they offer. In addition, each provider can get a clear idea of some of the issues that are important to the people they serve.

It is important to understand the context of services at each agency when interpreting the meaning of survey results. Differences in the population served at each agency, variations in service provision, and particular cultural characteristics of the community in which services take place must be taken into account as providers use this information to improve the quality of services. This report does not attempt to take into account these variations. As your agency engages in quality improvement, it is your responsibility to understand and take into account these local variations in order to make the most of the information contained within this report.

*Please forward any suggestions for improvement of the survey process to Gary Harbison, Outcomes, Missouri Department of Mental Health, PO Box 687, Jefferson City, Missouri 65102. Additional information about survey results may be obtained by contacting Christine Rinck, Ph.D., University of Missouri-Kansas City Institute for Human Development, 2220 Holmes, 3rd Floor, Kansas City, Missouri 64108.*